

## Board of Management Performance & Nominations Committee

<b>Date of Meeting</b>	<b>Monday 23 January 2023</b>
<b>Paper No.</b>	<b>PNC3-N</b>
<b>Agenda Item</b>	<b>5.3</b>
<b>Subject of Paper</b>	<b>Complaint Q1 Report 2022-23</b>
<b>FOISA Status</b>	<b>Disclosable</b>
<b>Primary Contact</b>	<b>Jon Gray, Director of Excellence</b>
<b>Date of production</b>	<b>December 2022</b>
<b>Action</b>	<b>For Noting</b>

### 1. Recommendations

The Committee is asked to note the contents of this report and approve for publication the Q1 2022/23 Complaints report

### 2. Purpose

This report presents an overview of College complaints received from August 2022 to October 2022.

### 3. Background

For Quarter 1 this year, we have seen an increase in the number of complaints received at both Stage 1 and Stage 2.

From August 2022 to October 2022, the College received 25 complaints, 5 more than the same period in 2021/2022.

In accordance with the procedure, complaints are assigned a handling timeframe, determining whether they can be resolved within five working days (Stage 1) or within 20 working days (Stage 2).

For the period covered in this report, the number of complaints handled at Stage 1 (19) was higher when compared to the same period in 2021/22 (16). There was an increase in the number of complaints handled at Stage 2, from 0 in 2021/22 to 3 in 2022/23.

Similar to 2021/22, the majority of complaints were either Course Related or Customer Care, with Applications, Admissions and Progression the next highest category. There was an increase in Facilities complaints (3) when compared to the same period in 2021/22 (0).

<b>Key Observations</b>
Total number of complaints received increased by 20%, from 20 to 25.
Of the 25 complaints, 3 remain open and under investigation, at the time of drafting the report.
The majority of complaints (68%) were resolved at Stage 1.
The number of complaints handled at Stage 2 – Investigation, increased from 0 last year to 3 this year.
Similar to Q1 2021/22, no complaints were <b>upheld</b> this quarter.
24% of all complaints were <b>not upheld</b> .
Most complaints received were either Course Related (28%) or Customer Care (28%) matters.

We continue to report on and publish information on complaints as required by the Scottish Public Services Ombudsman.

#### **4. Impact and Implications**

Each complaint has an outcome, upholding or rejecting the complaint. The outcome informs the lessons learnt to enhance the student experience. A high volume of complaints tells us something about the effectiveness of our services and the student experience. Handling complaints quickly and consistently is important to the continued cohesion of College services.

Mindful of the improving picture and the plans for further enhancements to the system, there are no material risks to note at this time.

## **Publishing our findings - College Annual Report**

Each year the SPSO requires the College to quarterly complaints reports. The Q1 report for 2022/23 attached at **annex A**.

**The Committee is asked to approve the report for publication on the College's website.**

The Committee should note that work is under way to further develop this report, informed by comparisons with other colleges.

## **Annex A**

**AY2022-23 Q1 Complaints Report**

# **CITY** OF GLASGOW COLLEGE

## Complaints Handling Procedure

Quarter 1, 2022/23 Report (1<sup>st</sup> August to 31<sup>st</sup> October 2022)

21<sup>st</sup> December 2022

### Contents

- 1 Performance Indicators P1-P6 (quantitative measures)
- 2 Performance Indicator P7: Customer Satisfaction
- 3 Performance Indicator P8: Learning from Complaints

### 1. PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2022/23 (Q1)		2022/23 (YTD)		2021/22 (YTD)	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>						
	Number of complaints Received	25	%	25	%	20	%
	College Population and Number of Complaints received per 100 population	25000	0.10	25000	0.10	25000	0.11
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>						
	Number of complaints closed at Stage 1 and % of total closed	19	86.4%	19	86.4%	13	100%
	Number of complaints closed at Stage 2 and % of total closed	3	13.6%	3	13.6%	0	0.0%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%
	Open	3	0.0%	3	0.0%	7	0.0%
3.0	<b>Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage</b>						
	<b>Stage 1</b>						
	Number and % of complaints upheld at Stage 1	0	0.0%	0	0.0%	0	6.2%
	Number and % of complaints not upheld at Stage 1	5	26.3%	5	26.3%	7	50.0%
	Number and % of complaints partially upheld at Stage 1	1	5.3%	1	5.3%	0	0.0%
	Number and % of complaints resolved at Stage 1	13	68.4%	13	68.4%	0	43.7%
	<b>Stage 2</b>						
	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld at Stage 2	1	33.3%	1	33.3%	0	0.0%
	Number and % of complaints partially upheld at Stage 2	2	66.7%	2	66.7%	0	0.0%
	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%
	<b>Escalated</b>						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%

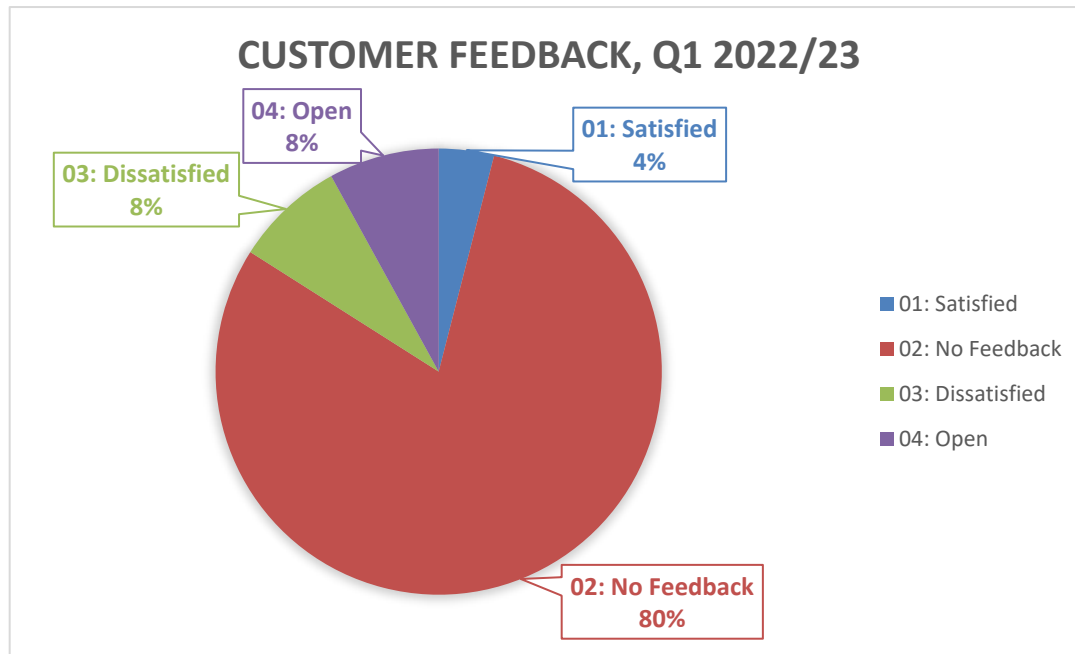
1.0	Overall number of complaints increased by 20% from 20 to 25.
2.0	Complaints closed at Stage 1 increased by 46% from 13 to 19.

3.0	The majority of complaints (68%) were resolved at Stage 1. At Stage 2 no complaints were upheld.
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	PERFORMANCE INDICATORS	2022/23 (Q1)		2021/23 (YTD)		2021/22 (YTD)	
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>						
	Total working days and average time in working days to close complaints at Stage 1	64	3.4	64	3.4	46	3.5
	Total working days and average time in working days to close complaints at Stage 2	56	18.7	56	18.7	0	0.0
	Total working days and average time in working days to close complaints after Escalation	0	0.0	0	0.0	0	0.0
5.0	<b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b>						
	Number and % of Stage 1 complaints closed within 5 working days	18	94.7%	18	94.7%	10	76.9%
	Number and % of Stage 1 complaints not closed with 5 working days	2	10.5%	2	10.5%	3	23.1%
	Number and % of Stage 2 complaints closed within 20 working days	1	33.3%	1	33.3%	0	0.0%
	Number and % of Stage 2 complaints not closed within 20 working days	2	66.7%	2	66.7%	0	0.0%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>						
	Number and % of Stage 1 complaints closed within 10 working days (extension)	2	100%	2	100%	2	66.7%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100%	2	100%	0	0.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

4.0	The average response time of Stage 1 complaints in Q1 this year (3.4 wds) is similar to quarter 1 last year (3.5wds).
5.0	More Stage 1 complaints were closed within 5 working days (18) when compared to the same period last year (10).
6.0	All complaints requiring an extension were closed within the extension deadline.

**2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION**



Session	% Satisfied	% Feedback	% Upheld
2022/23 Q1	4%	12%	0%
2022/23 YTD	4%	12%	0%
2021/22 YTD	6.3%	6.3%	7.7%

- The adjacent graph shows results for YTD Q1 2022/23.
- The percentage of complainants satisfied in the manner that complaints were handled has decreased to 4%, compared with 6.3% for the same period last year.

### 3. PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

#### 3.1 COMPLAINT REPORTING

Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College website. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College website.

#### 3.2 COMPLAINT CATEGORIES

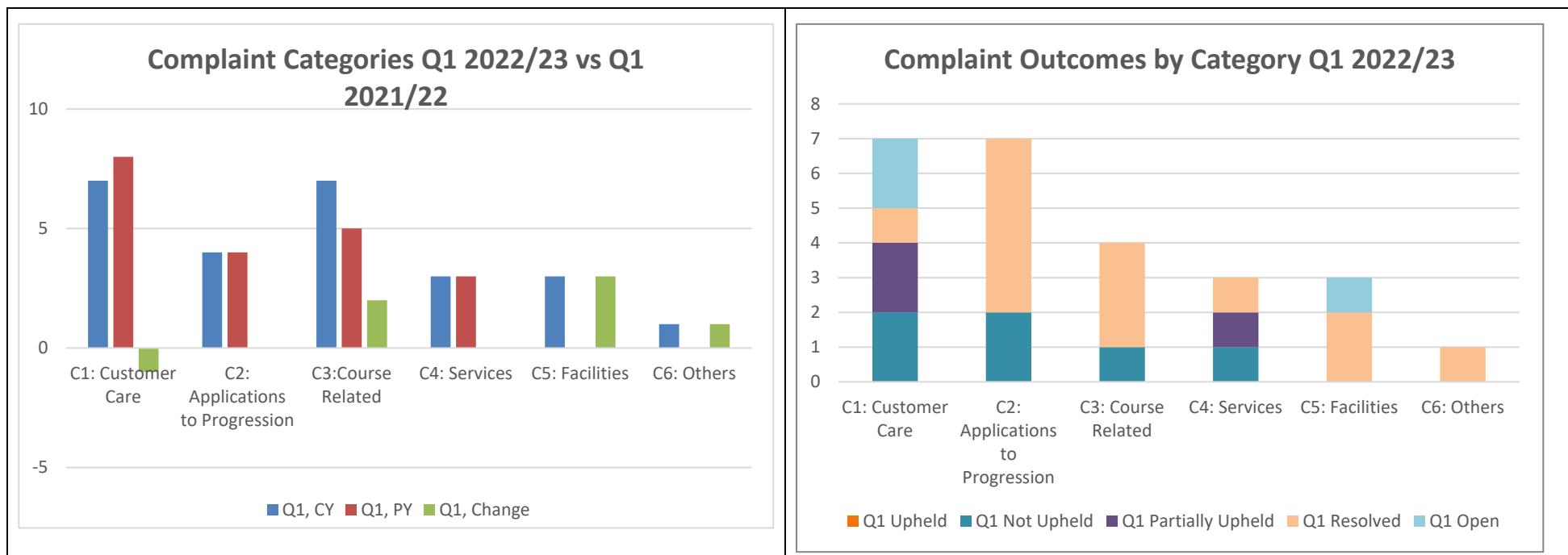
The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network).

CATEGORIES	SUB-CATEGORIES
C1: Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications to Progression	C2S01: Marketing, C2S02: Application, Admission, Interview, Enrolment & Induction, C2S03: Progression, Articulation, Withdrawal, C2S99: Other
C3: Course Related	C3S01: Learning & Teaching, C3S02: Environment / Resources, C3S03: Course Management C3S04: Facilitated Learning & Support, C3S05: Assessment, Exams & Certification, C3S99: Other
C4: Services	C4S01: Finance, C4S02: Funding / Bursary, C4S03: Student Records, C4S04: Providing Learning Support C4S05: Library / Learning Technology, C4S06: Quality etc., C4S99: Other
C5: Facilities	C5S01: Catering, C5S02: Student Accommodation, C5S03: Maintenance, Lifts, Car Parking C5S99: Other
C6: Others	C6S01: Industrial Dispute, CS602: Others



### 3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

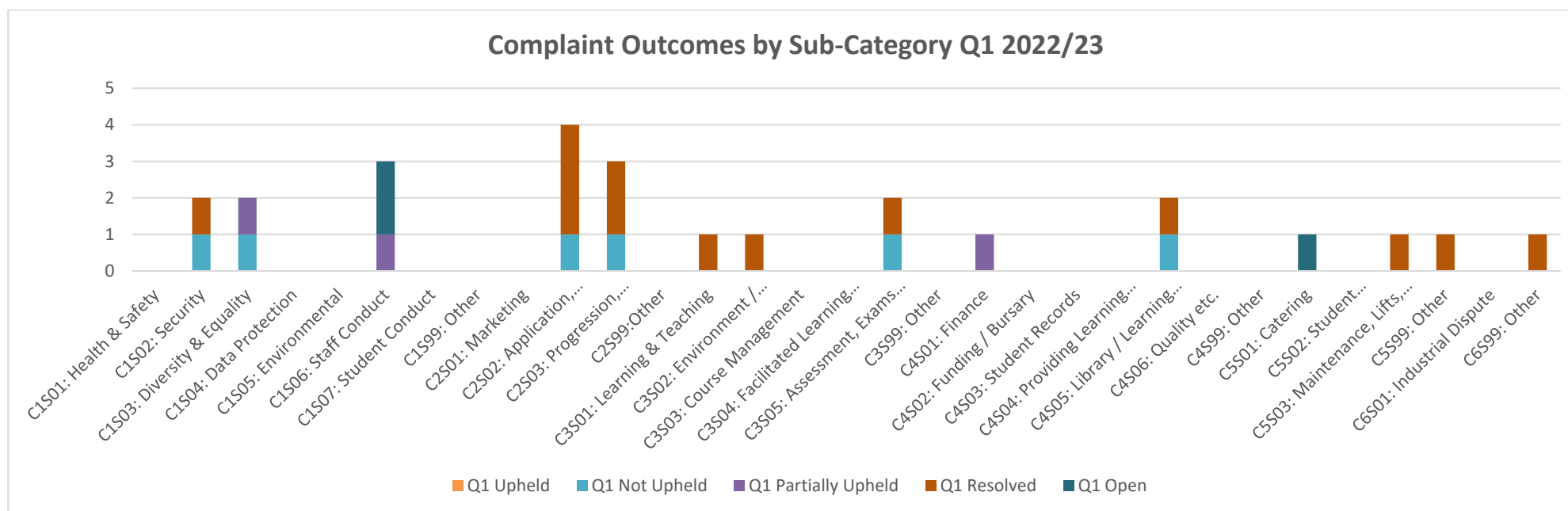
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q1 this year 25 complaints were received, 5 more than the same period of the previous year. There were increases across the categories; Course Related, Facilities, and Others.

There were 0 complaints upheld this quarter, 6 not upheld, 3 partially upheld and 13 resolved. Most complaints were either Customer Care or Course Related, representing 28% of all complaints received in Q1. Applications to Progression received 4 complaints, Services and Facilities received 3 complaints each and, 1 complaint was received for Others.

<b>Q1 2022/23</b>	Customer Care	7 (28%)	Applications to Progression	4 (16%)	Course Related	7 (28%)	Services	3 (12%)	Facilities	3 (12%)	Others	1 (4%)
<b>Q1 2021/22</b>	Customer Care	8 (40%)	Applications to Progression	4 (20%)	Course Related	5 (25%)	Services	3 (15%)	Facilities	0 (0%)	Others	0 (0%)



### 3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

#### CUSTOMER CARE Received: 7 Upheld: 0

##### **C1S02: Security**

A current student complained that most of their class have not received their student cards yet and consequently are being allegedly hassled by security when coming on campus. The College is currently reviewing the process of distributing College ID's so that any changes are implemented for next AY.

##### **C1S03: Diversity & Equality**

A student complained that Student Support have not responded to their enquiries and their lecturer did not provide a reasonable adjustment. Due to a technical error, the student's application did not lead to a referral for learning support. This is to be reviewed to prevent further issues.

##### **C1S06: Staff Conduct**

A current student complained about alleged staff conduct from their lecturer that has caused upset. The complaint was partially upheld: the investigation found that the lecturer does use a loud voice, and this could be deemed shouting by the student. Feedback was taken onboard.

#### APPLICATIONS TO PROGRESSION Received: 7 Upheld: 0

##### **C2S02: Application, Admission, Interview, Enrolment, Induction**

A student complained that their evening class was cancelled at short notice and that no alternative was suggested in the e-mail from their lecturer. The complaint was resolved. The student was given alternative options and offered a place on another evening class. The student is also to meet with the Student Recruitment and Funding Manager to discuss their experience and concerns.

#### COURSE RELATED Received: 4 Upheld: 0

##### **C3S05: Assessment, Exams & Certification**

A parent complained on behalf of a student regarding the course title awarded on their certificate from SQA not matching what the course title was advertised as. The complaint was resolved. The parent was advised that this course has a marketing title commensurate to the units delivered on it.

Students who achieve an HNC (or HND) for the course will be issued with a certification pack which contains a Summary of Attainment that will identify the which route a candidate has specialised in.

<b>SERVICES</b>	<b>Received:</b>	<b>3</b>	<b>Upheld:</b>	<b>0</b>
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**C4S05: Library/Learning Technology**

A current student complained that the library was closing early and that they were unable to continue with their online class. The complaint was not upheld. The library opening times have been revised to reflect the college's building opening times, class timetables and to reduce the college's carbon footprint.

<b>FACILITIES</b>	<b>Received:</b>	<b>3</b>	<b>Upheld:</b>	<b>0</b>
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**C5S99: Other**

A student complained about dust in the floor power boxes. The complaint was resolved: cleaners were asked to Hoover floor boxes.

<b>OTHERS</b>	<b>Received:</b>	<b>1</b>	<b>Upheld:</b>	<b>0</b>
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**C6S99: Other**

A member of a local housing association called regarding unacceptable behaviour from students loitering in a block of flats situated next to the City Campus. The complaint was resolved. The complainant was advised that as the incident occurred out with the College buildings, the College is unable to investigate. The complainant was encouraged to contact the Police and continue to do so if the issue persists. The Associate Director - People and Culture invited a member of the housing association and Police Scotland to attend a meeting at the College to discuss this further.